

## CLIENT RIGHTS AND RESPONSIBILITIES

*Welcome to the Fleet and Family Support Center, London.*

- ❑ It is your right to receive the most caring, sensitive, effective, and timely services which the staff at the Fleet & Family Support Center (FFSC) can provide. The FFSC staff will be working with you to determine the service(s), which will best enhance your ability to resolve your problems and to address your concerns.
- ❑ In order to maximize the benefits of the FFSC process, it is necessary for you to make a commitment to the goals and to the appointment schedule, which you and your clinical provider have agreed upon.
- ❑ If you wish to cancel an appointment, or if you have missed an appointment, it will be your responsibility to contact your clinical provider to reschedule. If you do not wish to schedule another appointment, please let your provider know.
- ❑ You have the responsibility of arranging childcare during your appointment time. Children are not usually allowed in clinical counseling sessions. It is your responsibility to arrange for an adult to watch your children if you bring them with you.
- ❑ If your clinical provider does not hear from you and/or cannot reach you within a 90-day period, it will be assumed you have either resolved your concerns and/or you do not require further assistance. Of course, you are welcome to contact the FFSC anytime you require services in the future.
- ❑ If you have not been satisfied with the FFSC services, please feel free to directly contact the FFSC Director for all grievances. Complaints must be in writing when they are submitted to the FFSC director. The direct line supervisor of the individual or program will immediately and fully investigate all complaints in question. If resolution is not accomplished at this level, the next level supervisor will also investigate your concerns, and so on. The final local arbiter concerning complaints about the FFSC is the Commanding Officer. Your comments are welcome and will help the FFSC continue to improve its services.

Client's signature: \_\_\_\_\_